

ATTACHMENT C

3/1/02 I talked to collections to make payment arrangements. They wanted payment on the same day. They then said if I mail my payment in I wouldn't have my service shut off. I mailed my payment. They received it on the 7th. I was informed later that they had internally decided to shut my service off on the 18th since they did not receive payment on the 6th. Nobody told me that they needed it by the 6th but only to receive it soon so as to not have my service shut off.

3/8/02 I requested the A, B, C band info. Byron said this info is not available to be mailed out. I also requested a detail of January and February phone calls. I talked to Dorian who said that everything is ok and that I wouldn't have my service shut off on the 18th.

3/13/02 I requested a history of 3-way calling charges from Gwenn. She did not show my request to Byron for the January and February phone calls. She will resubmit. I talked to a woman by the name of T.T. in collections. She informed me that if they did not receive a payment by 3/18/02 that my service will be shut off.

3/15/02 I told Sue that I have received December and January phone call history twice. She said she would send February history at no charge. I received January again. She did not show where Gwenn had submitted request for 3-way calling history. Gwenn will resubmit.

I requested that someone fax me a confirmation in collections that stated since I am mailing off the requested \$244.00 on the 14th that my service will not be shut off on the 18th. They said if I mail this that I will avoid my service shut off and that all I needed to do was to give them a check number. I talked to Tracy, Mrs. Wilson and Mrs. Webb in management and no one would send me the fax so I could be assured they weren't telling me another false story about my service being shut off.

3/16/02 I talked to Raymon and he does not show 3-way calling history request that I made on 3/13/02. He will resubmit request.

3/19/02 I told Jerry of my previous requests for January and February phone history that I continue to get only December and Januarys. He will send my February. I did finally receive this.

4/25/02 Charita in the executive offices left a message on my answering machine stating she is responding to my complaint sent to her by the Consumer Protection division from File #2002-CONSC-00051919. I tried to call her and only received voice mail. I left the message to call me at home or work and she never bothered to call.

4/26/02 I left another message for Charita to call me and she still had not returned my call. It appears to me that they think if they just let it drop I will do the same.

5/06/02 I called customer service to get the bill for the 1999 high charges for my records and Carla explained they only keep records for 18 months.